

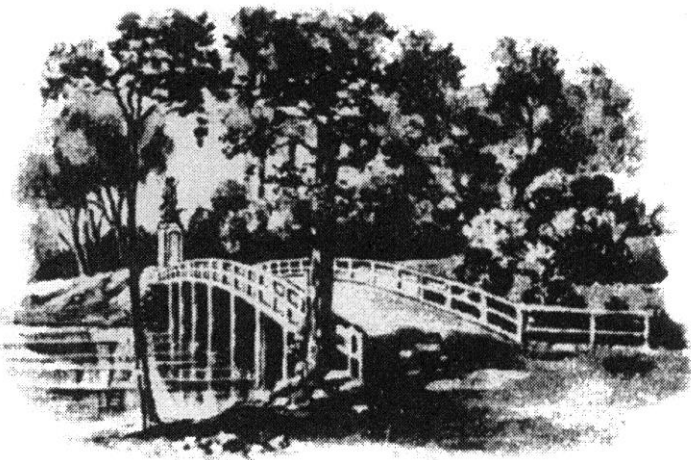
2017



TOWN OF
CONCORD,
MA

SOCIAL SERVICES RESOURCE GUIDE

| Community Services | Youth Services |



TOWN OF CONCORD

TOWN HOUSE - P.O. BOX 535
CONCORD, MASSACHUSETTS 01742

OLD NORTH BRIDGE

March 2017

Dear Resident,

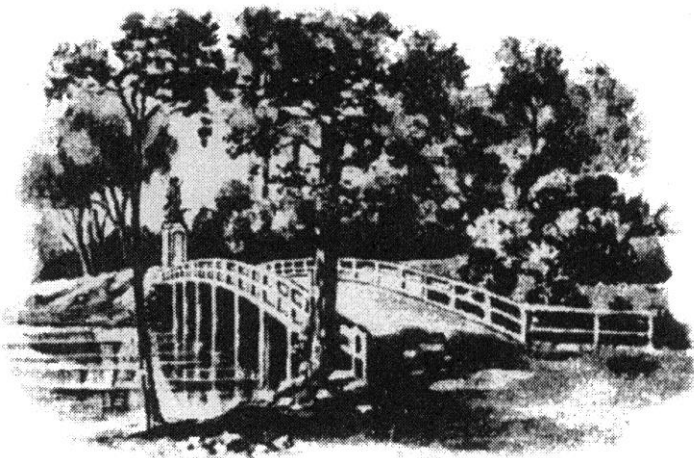
Concord is a robust community filled with excellent public resources for its residents to grow and thrive. I feel fortunate to live and work in a community steeped with history and tradition that offers a wide variety of cultural and recreational opportunities, strong schools, excellent public safety and caring, committed neighbors.

The Town of Concord is home to many support services and opportunities for our youth, families and residents. This Social Services Resource Guide identifies and describes the wealth of organizations serving our community that provide services to residents. While this guide is designed to reach out to any resident; Concord also offers a wide range of specific services targeted to our senior population. For those with specific senior related questions the knowledgeable and caring staff at the Council on Aging can be reached at 978.318.3020.

I hope you will take some time to look through this guide and contact any of the agencies and/or departments that may be of assistance to you and your family. I thank the departments of Community Services and Youth Services along with the Concord-Carlisle Community Chest and Concord Rotary Club for producing this important resource. Together we can help Concord live up to its full potential and create a place where our residents can flourish.

Sincerely,

Christopher Whelan



TOWN OF CONCORD

TOWN HOUSE - P.O. BOX 535
CONCORD, MASSACHUSETTS 01742

OLD NORTH BRIDGE
March 2017

Dear Concord Residents,

Welcome to the Concord Community Social Services Resource Guide. Concord's Youth Services and Community Services departments have revised and updated this booklet to help residents with basic information and general questions about local resources.

Youth Services and Community Services' role is to foster a healthy community and improve the quality of life for Concord residents. We work to identify and address the social, emotional, and financial needs of youth, adults, and families in Concord through programs and services that support and nurture.

This guide includes the not-for-profits or local resources we refer to most frequently. If we omitted a reference crucial to you, please notify us by giving us a call at 978.318.3034. We also encourage residents to contact us if we can be of any assistance to you or your family. We are here to be a resource and provide support.

Sincerely,

Bonny Wilbur

Jennifer Clarke

Community Services
978.318.3034
bwilbur@concordma.gov
www.concordma.gov/community

Youth Services
978.318.3043
jclarke@concordma.gov
www.concordma.gov/youth

Mention in this publication of any program is not an endorsement by The Town of Concord. Information is not meant to be exhaustive. Please contact Community Services and Youth Services for more in depth information.

Table of Contents

Note that you can search this document for key words by pressing **Ctrl+F then typing the specific key word you are hoping to find. Additionally, press **Ctrl** and click on any section of the table of contents that you would like to navigate to.

Town Departments.....	2
Handy Contacts.....	4
Animals	6
Clothing	8
Debt and Tax Management	10
Disability Services	12
Domestic Violence.....	15
Donations Accepted & Volunteer Opportunities.....	17
Energy Assistance.....	21
Faith Communities.....	23
Financial Assistance	25
Food	27
Health	31
General Health	31
Behavioral Health	35
Health Resources for Low-Income and Uninsured	42
Home Furnishing, Computer & Phone Essentials	46
Housing & Lodging—Temporary or Permanent	48
Job Search	53
Legal Services	54
Transportation	57
Youth and Families.....	60

Town Departments

Town Departments: www.concordma.gov

Call this Town
Department/Entity:

For questions on:

Assessing	Assessments; Abatements (978-318-3070)
Board of Appeals	Zoning Appeals; Special Permits and Variances (978-318-3295)
Board of Health	Health ; Sanitation; Septic Permits/Title V (978-318-3275)
Board of Selectmen	Committee Appointments ; Alcohol Licensing (978-318-3001)
Building Inspector	Building, Electric, Plumbing & Gas Permits; Plot Plans; Home Occupation Permits; Zoning Enforcement (978-318-3280)
CCTV	Local Public Access Television (978-369-5038)
Community Service Coordinator	Financial Assistance; Counseling; Legal Services; Domestic Violence Resources; After School and Camp Support; Employment; Fuel Assistance; Parenting; Support Groups (978-318-3034)
Council on Aging/Senior Services	Senior Activities, Medical & Legal Information, & Transportation, Classes, Referrals, Support Groups & more. (978-318-3020)
Fire Department	Routine Fire & Ambulance Business; Burning Permits (978-318-3488)
Historic Districts Commission	Information on Historic Districts (978-318-3299)
Concord Housing Authority	Affordable, Subsidized, Disabled and Elderly Housing (978-369-8435)
Human Resources	Town Personnel Information & Job Openings (978-318-3025)
Library	Programs and resources for young adults and children; information on school reading lists, research help, many Boston area free museum passes. (<i>Main Branch: 978- 318-3300; Fowler Branch: 978- 318-3350</i>)

Town Departments

Light Plant	Electric Service & Operations (978-318-3101); Electric, Water & Sewer Final Readings; Electric New Accounts (978-318-3154)
Natural Resources	Conservation Land/Environment, Wetlands (978-318-3285)
Planning and Land Management	Planning; Land Use; Zoning; Affordable Housing Lotteries (978-318-3290)
Police	Routine Police Business and Animal Control Officer (978-318-3400)
Public Works	Administration (978-318-3206); Cemeteries (978-318-3230); Engineering/Road Permits (978-318-3210); Highways/Snow & Ice Removal (978-318-3220); Parks & Trees (978-318-3230); Trash, Recycling & Yard Waste Information (978-318-3240); Water & Sewer Operation [see Town Accountant for Billing] (978-318-3250)
Recreation Department	Recreation Programs; After/Before School; Carousel; Terrific Tuesday; Hunt Recreation Center (978-287-1050); Beede Swim and Fitness Center (978-287-1000)
Retirement Board	Town Retirement System Information/Benefits (978-318-3068)
Town Accountant	Accounting (978-318-3060); Utility Billing (light, water, sewer); Water & Sewer New Accounts (978-318-3062)
Town Clerk	Births, Deaths; Marriages; Dog Licenses; Business Certificates; Elections; Voter Registration; Notary services available for a nominal fee, call ahead required. (978-318-3080)
Town Manager's Office	General Administration (978-318-3000)
Treasurer/Collector	Ambulance Bills; Parking Tickets; Property & Excise Tax Bills; Trash Collection & Recycling Subscriptions; Electric, Water & Sewer Bill Payments (978-318-3050)
Youth Services Coordinator	Programs & Services for Youth and Families (978-318-3043)
Veterans Agent	Veterans' Information, Referrals & Benefits (978-318-3038)

Handy Contacts

Handy Contacts

**See [Town Departments](#) for more town numbers.

Police and Fire Emergency	911
Emerson Hospital Main line	978-369-1400; <i>ER</i> : 978-287-3690; <i>TTY</i> 800-439-0183
Domestic Violence Service Network	888-399-6111
Poison Control	800-222-1222; 800-682-9211; <i>TTY</i> 888-244-5313
Animal Control (Police Business Line)	978-318-3400
Chamber of Commerce	978-369-3120
Concord-Carlisle Community Chest	978-369-5250
Concord Lions Club	978-505-1475
Concord Public Schools	<i>Concord Carousel Preschool</i> : 978-318-3045 <i>Concord Integrated Preschool</i> : 978-202-1105; 978-202-1106 http://preschool.concordps.org/ <i>Alcott School</i> : 978-318-9544 http://alcott.concordps.org/ <i>Thoreau School</i> : 978-341-2490 x3100 http://thoreau.concordps.org/ <i>Willard School</i> : 978-318-1340 http://willard.concordps.org/ <i>Concord Middle School</i> <i>Peabody</i> 978-318-1360; <i>Sanborn</i> 978-318-1380 http://cms.concordps.org/ <i>Concord Carlisle High School</i> : 978-318-1400 www.concordcarlisle.net <i>Minuteman Regional High School</i> : 781-861-6500 www.minuteman.org For a list of area private schools see: http://www.concordma.gov/1023/Schools
Concord Public School Transportation	978-318-1433
Concord Library	<i>Main</i> : 978-318-3300; <i>Fowler</i> : 978-318-3350
Concord Post Office	<i>Main</i> : 978-369-7613; <i>West Concord</i> : 978-369-5924
Concord Rotary Club	www.concordmarotary.org
Concord Visitor Center	978-369-3120
Court House	978-369-0500
Eliot Community Human Services	978-369-1113
Emerson Umbrella Center	978-371-0820
League of Women Voters	978-254-1598
MBTA	617-222-3200
Minuteman National Park	978-369-6993
State Police	508-820-2300

Handy Contacts

State Representative Corey Atkins

State House: 617-722-2015
District Office: 978-369-5299
Cory.Atkins@mahouse.gov

State Senator Michael J Barrett

617-722-1572
Mike.Barrett@masenate.gov

Walden Pond State Reservation
White Pond Association

978-369-3254
www.whitepondbeach.com

Animals

HOTLINES

**ASPCA Animal Poison
Control Center:**
888-426-4435
(\$65 fee)

Animals

Animal Control Officer

Please call the Police non-emergency line to be connected to the Animal Control Officer.

978-318-3400

Animal Rescue League Boston

The Animal Rescue League offers affordable veterinary care and behavioral resources to families of limited economic means.

www.arlboston.org

Buddy Dog

Buddy Dog is a shelter committed to caring for and finding homes for displaced dogs and cats. Buddy dog is a part of the Humane Society.

978-443-6990

151 Boston Post Road (Rt. 20) Sudbury, MA

www.buddydoghs.com

The Hoarding of Animals Research Consortium

The Hoarding of Animals Research Consortium has a variety of information on topics including information on intervention, animal welfare, and public health all surrounding issues of animal hoarding.

vet.tufts.edu/hoarding

Humane Society

The Humane Society works to improve legislation, provides animal rescue and emergency response, and cares for animals through sanctuaries, shelters and clinics.

www.humanesociety.org

Animals

MSPCA

The MSPCA-Angell participates in national and international animal protection and veterinary medicine organization providing direct hands-on care for thousands of animals each year. Offers low cost spaying/neutering programs for pet owners with limited economic means. Eligibility is considered through an application process. Applicants should hear results within a week of submittal. Information on training and pets is also available.

617-522-5055

350 South Huntington Avenue, Boston, MA

www.mspca.org

Tufts School of Veterinary Medicine

Tufts School of Veterinary Medicine offers lower cost spaying and neutering for dogs and cats.

www.tufts.edu/vet

Clothing

Clothing

Acton Congregational Church Thrift Store

Acton Congregation runs a thrift store, offering affordably priced, lightly used clothing, small housewares, toys, CDs and books.

978-263-2728

12 Concord Road, Acton, MA

www.actonc.org/cornerstone_thrift_shop

Acton Food Pantry of Boxborough

Both food and clothing available to eligible individuals and families at the Acton Food Pantry. Registration indicating residency in Acton or a bordering town is required. Please bring a driver's license, utility bill or rental lease containing your address to provide proof of residency.

978-635-9295

Building #1, Lower Level in the Boxborough Office Park at 235 Summer Road, Boxborough, MA

www.actoncommunitysupper.org

Belle of the Ball

Belle of the Ball cleans and distributes prom dresses and provides related accessories at no charge to high school junior and senior girls who would otherwise not have the opportunity to attend their school's prom.

978-851-3721

<http://antons.com/belle/>

Dress for Success

Dress for Success is dedicated to giving women living in poverty the opportunity to become financially independent. The organization provides clothing for job interviews and the first few weeks of work through their boutique in Boston, as well as career assistance to women in the Boston Area.

617-779-2177

989 Commonwealth Avenue, Boston, MA

<https://boston.dressforsuccess.org/>

Clothing

Open Table

Sporadically throughout the year, Open Table offers a clothing give away. Contact Open Table directly for more information on when these events might be held:

978-369-2275

www.opentable.org

Solutions at Work

Solutions at Work offers a variety of services including a lower cost moving service to low income individuals and families, and free computers for people transitioning out of homelessness into the workforce. They provide interview-appropriate clothing to homeless and low-income people. Participants will receive three complete work outfits. Their services are by referral and appointment only. Contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034 for a referral.

617-576-0039

www.solutionsatwork.org

Debt and Tax Management

HOTLINES

Debt Relief Hotline:
888-790-1337

**Free Bankruptcy
Advice Hotline:**
888-734-2585

**Homeowner's Hope
Hotline:**
Information on
mortgages, financial
planning, and
foreclosure
prevention.
888-995-HOPE (4673)
www.995hope.org

**Mortgage Relief
Hotline:**
888-770-7312

**Tax Debt Relief
Hotline:**
888-452-7841

**Collection
Complaints Hotline:**
888-752-3028

**Child Support
Enforcement
Hotline:**
888-369-0323

**Student Loan Relief
Hotline:**
888-856-2668

Debt and Tax Management

AARP Foundation Tax Aid

AARP hosts free tax help sessions. To find a location nearby:
http://www.aarp.org/money/taxes/aarp_taxaide/

Bentley Low Income Taxpayer Clinic

Bentley accounting students offer their expertise to those in need, particularly the elderly, low and limited income taxpayers, and individuals with disabilities. Tax returns are done on a first come, first served basis.

781-891-2714
ga_VITA@bentley.edu
www.bentley.edu/newsroom/latest-headlines/bentley-university-students-offer-free-income-tax-help-0

Consumer Assistance Office—Metro West, Inc.

The Consumer Assistance Office offers information on a variety of issues including auto sales, home improvement, landlord/tenant relationships, credit, debt, and more.

<https://caomw.org/>

Consumer Credit

This website offers bankruptcy, credit and housing counseling, as well as help forming debt management programs.

800-769-3571
www.consumercredit.com

Free Tax Advice for Lower Income Residents of Concord

Contact Bonny Wilbur—Community Services Coordinator—for more information.

978-318-3034
bwilbur@concordma.gov

Debt and Tax Management

**National Foundation for
Credit Counseling**

NFCC provides credit, housing and bankruptcy counseling, as well as other financial education and consumer tools.

800-388-2227

<https://www.nfcc.org/>

SCORE

SCORE provides free and confidential business counseling held at the Concord Chamber of Commerce. Schedule an appointment by calling or emailing. Information is available on finances, marketing, operations, human resources, business planning, and sales to help start and run a business.

978-369-3120

director@concordchamberofcommerce.org

www.scorenemass.org

Disability Services

HOTLINES

****Call 911 in an immediate crisis situation****

Massachusetts Disabled Persons Protection Commission Abuse Reporting Hotline:
V/TTY 800-426-9009
mass.gov/dppc/

Disability Services

*Other related resources may be found under [Behavioral Health](#).

AbilityOne	AbilityOne works to enable all people who are blind or living with significant disabilities to achieve their maximum employment potential. 800-999-5963 www.abilityone.org
Advocates Inc.	Services for elders, families and individuals with mental health challenges, chemical dependency, developmental and intellectual disabilities, deafness, Prader-Willi Syndrom, autism-spectrum disorders, brain injuries and other life challenges. <i>24-Hour Crisis Support:</i> 800-640-5432; <i>Phone:</i> 508-628-6300 www.advocatesinc.org
Concord Commission on Disability	The Town of Concord's Committee on Disability was formed to promote the inclusion and integration of persons with all types of disabilities in the community. This includes but is not limited to social and recreational activities, services, employment, and enjoyment of the arts. For more information please email the Committee at disabilitycom@concordma.gov
Disability.gov	Offers comprehensive information on disability programs and services in communities nationwide, including how to apply for disability benefits, find a job, get healthcare or pay for accessible housing. www.disability.gov
Federation for Children With Special Needs	FCSN provides support for parents navigating special education (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and more. 800-331-0688 www.fcsn.org

Disability Services

Jobs Without Limits	<p>Jobs Without Limits is designed specifically for job seekers with disabilities seeking to work and advance their careers in Massachusetts.</p> <p>508-856-2774 https://jobswithoutlimits.org/</p>
Massachusetts Commission for the Blind	<p>MCB provides a variety of services and information for the sight impaired.</p> <p>617-727-5550 www.mass.gov/mcb</p>
Massachusetts Commission for the Deaf and Hard of Hearing	<p>MCDHH provides a wide range of services for the hard of hearing including case management, classes in sign language and support groups.</p> <p>Voice 800-882-1155 ; TTY 800-530-7570 www.mass.gov/mcdhh</p>
Massachusetts Office on Disability	<p>MOD has a wide range of information, technical assistance and advocacy for people with disabilities.</p> <p>V/TTY 800-322-2020; 617-727-7440 www.mass.gov/mod</p>
Massachusetts Rehabilitation Commission	<p>MRC is responsible for vocational rehabilitation services, community services, and eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. Any Massachusetts resident who has a disability or is an elder and needs assistive technology is eligible for the program. Family members or friends may apply on behalf of someone else (including underage children), as long as the requested device is for use by an elder or person with a disability.</p> <p>617-204-3603 www.mass.gov/mrc</p>

Disability Services

Minute Man Arc	<p>Minute Man Arc offers support for people of all ages with developmental and intellectual disabilities including activities, school vacation recreation, adult afterwork, residential services, employment services and more.</p> <p>978-287-7900 www.minutemanarc.org</p>
Perkins School for the Blind	<p>Perkins has a variety of services for those who meet eligibility requirements, including access to the library, diagnostic evaluations, low vision clinic, and classes.</p> <p>617-924-3434 www.perkins.org</p>
THE RIDE from the MBTA	<p>MBTA door-to-door service available 365 days a year to those who cannot use fixed-route transit due to physical, cognitive or mental disability. Application with physician's signature necessary. Fares are \$3.15 each way when booked 1-14 days in advance.</p> <p>800-533-6282; 617-222-5123; TTY 617-222-5415 http://www.mbta.com/fares_and_passes/ride/</p>
The Massachusetts Assistive Technology Loan Program	<p>The Loan Program makes available alternative financing project gives people with disabilities and elders access to low interest cash loans to purchase assistive devices and services. Assistive technology (AT) is any device that helps a person achieve greater independence and lead a more productive life.</p> <p>800-244-2756 ext. 428; ext.431; TTY 800-564-9700 www.massatloan.org</p>

Domestic Violence

HOTLINES

****Call 911 in an immediate crisis situation****

Asian Taskforce Against Domestic Violence:

617-338-2355
www.atask.org

Boston Area Rape Crisis Center:

800-841-8371
www.barcc.org

Child-at-Risk:

800-792-5200
www.mass.gov/eohhs/gov/departments/dcf/child-abuse-neglect/

Domestic Violence Services Network, Inc.:

888-399-6111
www.dvsn.org

The National Domestic Violence 24 Hour Hotline:

800-799-7233
www.thehotline.org

Domestic Violence

*****For issues of personal safety, do not view these websites if you suspect your computer is being monitored by a violent partner. Most internet use and phone calls are traceable even after computer history is cleared. Please keep this in mind when choosing devices to research issues of domestic violence!*****

Domestic Violence Services Network (Concord)

DVVAP Advocates support clients in identifying their own path for change and finding appropriate intervention. They also assist in risk assessment, safety planning, and referrals to viable, effective and appropriate resources.

Helpline: 888-399-6111; *Office:* 978-318-3421
dvvap@concordma.gov
www.dvvap.org

Emergency Shelter – Safelink

877-785-2020

Jane Doe: The Massachusetts Coalition Against Sexual Assault and Domestic Violence

Organization offering education, support, economic empowerment, prevention and social change to end sexual assault and domestic violence. Many resources are available to find help for different types of abuse and relationships.

617-248-0922; TTY 617-263-2200
www.janedoe.org

REACH Beyond Domestic Violence

Provides safety and support services to survivors of abuse while engaging communities to promote healthy relationships and prevent domestic violence.

Hotline: 800-899-4000; *Office:* 781-891-0724
www.reachma.org

Domestic Violence

**Massachusetts
Disabled Persons
Protection
Commission Abuse
Reporting:**

800-426-9009
mass.gov/dppc/

New Hope:
800-323-HOPE (4673)
www.new-hope.org/

Parental Stress Line:
800-632-8188
www.parentshelpingparents.org

**Rape Crisis Center of
Greater Lowell
(Concord):**
800-542-5212

**Reach Beyond
Domestic Violence:**
(Can provide shelter
information)
800-899-4000
www.reachma.org

**Safelink Hotline
(Casa Myrna
Vazquez):**
877-785-2020;
TTY 877-521-2601
casamyrna.org

**Voices Against
Violence:**
800-593-1125;
TTY 508-626-8686

The Second Step

The Second Step partners with adult and children survivors of domestic violence to enhance supportive community and identify a pathway to physical and emotional healing, as well as housing and financial security.

617-965-3999
info@TheSecondStep.org
www.thesecondstep.org

The Rose Fund

In partnership with medical affiliates, The Rose Fund provides female survivors of domestic abuse with access to medical and dental reconstructive procedures.

617-482-5400
www.rosefund.org

Donations Accepted & Volunteer Opportunities

Donations Accepted & Volunteer Opportunities

2Volunteer

2Volunteer is a community based organization working with CCHS to help students engage in community service and to make community service opportunities readily available.

www.2volunteeronline.org

Backpack Drive

The Youth & Community Services Office and Community Chest host a yearly backpack drive. Please contact either office for more information.

Community Services: 978-318-3034

Community Chest: 978-369-5250

www.cccommunitychest.org

Big Brother Big Sister

BBBS accepts furniture, clothing and household items. Donations are primarily sold to support the BBBS mentoring program. At-home pickups can be scheduled.

774-776-7200

www.bbbsfoundation.org

Buddy Dog

Accepts pet supplies for both dogs and cats in either new or good condition. Also accepts cash or gift card donations and office supplies.

978-443-6990

<http://www.buddydoghs.org/#!/donate/ctzx>

Concord Drop Off Swap Off

Bring things you no longer want or need (clean and in working condition please), take away things you can use. Everything you take is free. See online for dates, as well as what items can be dropped off for free, or for a small fee.

Contact Public Works for more information at 978-318-3206.

www.concordma.gov/pages/ConcordMA_Recycle/dropoff

Donations Accepted & Volunteer Opportunities

Cradles to Crayons	<p>Cradles to Crayons provides low income children with basic living supplies like clothes, school supplies, toys, and more. They accept donations of new or like-new children's items. They also provide volunteer opportunities for individuals, families, student groups, community groups, and corporate groups.</p> <p>617-779-4700 http://www.cradlestocrayons.org/boston</p>
Dress for Success	<p>Accepts gently used, nearly-new professional attire and cash donations.</p> <p>617-779-2177 https://boston.dressforsuccess.org/get-involved/donate/</p>
English at Large	<p>With your helping hand, a local adult immigrant can learn the English language skills he or she needs to adjust to life in the US and participate in our community. English At Large, a non-profit that matches volunteer tutors with English learners in 21 area communities, is in great need of volunteer tutors, conversation group leaders and office volunteers (ages 18+). You will receive training and ongoing support, and can flexibly schedule your tutoring sessions.</p> <p>781-395-2374 www.englishatlarge.org</p>
Goodwill	<p>Clothing, linens and household items are accepted at the Crosby's Market parking lot at 211 Sudbury Road in Concord.</p>
Gaining Ground Farm	<p>Each year Gaining Ground Farm donates over 30,000 pounds of fresh organic produce to people in need. Their volunteer-based organization is made possible by hundreds of individuals, families and groups helping on the farm and in the office to make nutritious produce available around the Boston area, and more locally in Concord through Food for Families.</p> <p>978-610-6086 www.gainingground.org/volunteer</p>

Donations Accepted & Volunteer Opportunities

Harvey's Treasure Chest

Donations of jewelry, collectibles, pottery, fine China, candles, candle sticks, silver, lamps (in working condition), and children's toys and games are accepted at the gift shop and the front desk of the Council on Aging. Proceeds go to supporting activities and services at the COA.

1276 Main Street, Concord, MA

<http://www.concordma.gov/916/Senior-ServicesCouncil-on-Aging>

Holiday Gift Drive

The Youth and Community Services Office and Community Chest host a yearly holiday gift drive. Please contact either office for more information.

Community Services: 978-318-3034

Community Chest: 978-369-5250

www.cccommunitychest.org

Household Goods Recycling of Massachusetts

Accepts donations of good, clean and working furniture, appliances, baby items, electronics, kitchen items, linens and other home items. Call or see online for more specifics about what types of donations are needed and accepted. Drop off preferred, though pickups can be scheduled with a suggested donation to cover costs.

978-635-1710

530 Main Street, Acton, MA

<http://householdgoods.org/donate/>

Local Faith Communities

Many local faith communities accept donations. See [here](#) for contact information to inquire further.

Massachusetts Coalition for the Homeless

Accepts gently used furniture, baby items and household goods and school supplies for the beginning of the school year. Pickups for large furniture items can be arranged.

781-595-7570

<http://mahomeless.org/furniture-bank>

Donations Accepted & Volunteer Opportunities

Open Table

Food, toilet paper, personal hygiene items, dishwashing and laundry detergents can be donated.

Concord & Maynard pantry drop off questions: 978-369-2275
pantry@opentable.org
www.opentable.org

Planet Aid

Donation bin accepts used clothing and shoes. Located at Wave Gas, 1211 Main Street in Concord. Clothing donations can be tax deductible—see website for more information.

508-893-0644
www.planetaid.org

St. Vincent De Paul of Boston

Donated items are given directly to people in need. Furniture and household items are accepted. Excess items are sold at St. Vincent de Paul thrift stores to generate funds for rent, medical, and fuel assistance programs. When there are 3 or more furniture items to donate, pickups can be scheduled.

800-675-2882
www.svdpboston.com/donate.php

Energy Assistance

HOTLINES

Cold Home Relief

Hotline:

800-632-8175

www.mass.gov/hed/community/energy/

Concord Cares after business hours:

Contact the Fire or Police Department business lines at 978-318-3488 and 978-318-3400 respectively.

Energy Assistance

Concord Cares

Concord Cares is an emergency oil disbursement program providing up to 75 gallons of emergency fuel—only in crisis. To apply, contact the Community Services Coordinator—Bonny Wilbur, at 978-318-3034 **or** if above the age of 60, contact the Council on Aging at 978-318-3020. For afterhours *emergency needs* contact the Fire Department at 978-318-3488 or Police Department at 978-318-3400.

Citizen's Energy

Citizen's Energy will deliver 100 gallons of home heating oil for free to people in financial need one time per heating season. No citizenship requirements. Not an emergency assistance program; application process takes 4-5 weeks, and supply of oil is limited. See website for information on application process.

877-563-4645

www.citizensenergy.com

Good Neighbor Energy Fund

This fund offers grants of up to \$250 credited towards present and future bills. Yearly income must meet certain requirements. Contact the Community Services Coordinator—Bonny Wilbur at 978-318-3034

<http://www.magoodneighbor.org/>

Green Your Heat

Green Your Heat provides free 30-60 minute home energy assessments from local contractors for renters and homeowners in Concord. They will also reimburse residents for 50% of upgrade costs to their homes, up to \$1,000.

617-963-8141

<https://www.greenyourheatconcord.com/>

Energy Assistance

Residential Assistance Rate for Electricity

If you are currently enrolled in SMOC, School Lunch Programs, Food Stamps or other financially-based programs, you may be eligible for Concord's reduced residential assistance rate for the first 500 kWh per month of electricity and a reduced meter charge. Contact the Concord Municipal Light Plant for application form and additional information on eligibility.

978-318-3153

<http://www.concordma.gov/464/Municipal-Light-Plant>

SMOC

Eligible households receive assistance paid directly to their heating vendor. The program (LIHEAP) is designed to help low-income people afford the cost of heat in the winter months. Eligibility is based on gross annual income and family size. Contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034 to determine eligibility and to request an application.

SMOC Energy & Financial Assistance: 508-620-1230

SMOC General Offices: 508-872-4853

www.smoc.org/smoc-fuel-assistance.php

Faith Communities

Faith Communities

Acton-Concord Friends Meeting	978-793-1952 <i>Mailing:</i> Acton Friends Meeting, c/o Douglas Armstrong, P.O. Box 1401, Shirley, MA <i>Meeting:</i> Meetings in Friends Homes MA http://neym.org/meetings/acton
Concord Baha'i Faith	800-22-UNITE www.concordbahais.org
Congregation Kerem Shalom	978-369-1223 659 Elm Street, Concord, MA www.keremshalom.org
Duval Chapel at the New England Deaconess Association	978-369-5155 80 Deaconess Road, Concord, MA www.nedeaconess.org/spiritual-life.htm
First Church of Christ, Scientist	978-369-2933 7 Lowell Road, P.O. Box 67, Concord, MA www.csconcordma.org
First Parish Unitarian Universalist	978-369-9602 20 Lexington Road, Concord, MA http://firstparish.org/wp/
Holy Family Parish Catholic Church	978-369-7442 12 Monument Square, Concord, MA www.holyfamilyconcord.org
The New Church of Concord	978-369-0543 53 Church Street, Concord, MA www.newchurchconcord.org
New Life Community Church	978-369-0061 40 Stow Street, Concord, MA www.newlife.org
Redeemer Presbyterian Church	978-254-7353 1276 Main Street, Concord, MA www.redeemerma.org

Faith Communities

Trinitarian Congregational Church	978-369-4837 54 Walden Street, Concord, MA www.triconchurch.org
Trinity Episcopal Church	978-369-3715 81 Elm Street, Concord, MA www.trinityconcord.org
West Concord Union Church	978-369-6309 1317 Main Street, Concord, MA www.westconcordunionchurch.org

Financial Assistance

HOTLINES

**Child Support
Enforcement
Hotline:**
800-332-2733

**Pro Bono
Foreclosure
Assistance Hotline
through
MassLegalHelp:**
800-342-5297;
617- 603-1700

Financial Assistance

Bonny Wilbur— Community Services Coordinator

The Community Services Coordinator assists families and individuals under the age of 60 in Concord and Carlisle with information and referrals such as financial assistance, domestic violence issues, fuel and food assistance, legal services, housing, camp and child care scholarships, holiday gift assistance, and finding disability and mental health services. All services are free and confidential. The Community Services Coordinator position is funded in part by a grant from The Concord Carlisle Community Chest and The Town of Concord, MA. *To maintain confidentiality, face to face meetings are by appointment only.* Please contact the Council on Aging, at 978-318-3020, if above 60.

978-318-3034
105 Everett Street, Concord, MA
bwilbur@concordma.gov
www.concordma.gov/community

Department of Transitional Assistance

The DTA works with low income individuals and families to meet their basic needs, find jobs, increase their incomes, and improve their quality of life. Dependent on availability of funding. Possibility of financial assistance for families with dependent children younger than 18, or elderly and disabled individuals, within financial limits including assets less than \$2,500, after an in-person visit in Lowell office.

617-348-8500; 877-382-2363
131 Davidson Street, Lowell, MA 01852
www.mass.gov/dta

Financial Assistance

Hugh Cargill Trust	<p>The board meets the 2nd Tuesday of each month in order to provide eligible Concord residents with assistance for emergency bills of up to \$500 based on determined need. This aid is disbursed directly to vendors. They also have a tax relief program for qualified Concord homeowners.</p> <p>978-318-3100 ext.2030</p>
Massachusetts 2-1-1	<p>Free and confidential hotline for programs offering aid with child care, workforce retraining, physical and mental health difficulties, housing and rental information, food and other direct assistance.</p> <p>Dial 2-1-1 www.mass211help.org</p>
Salvation Army	<p>The Salvation Army assists Concord families facing shut off notices with electric, gas and other bills disbursing up to \$200 per family. Contact Bonny Wilbur—Community Services Coordinator—for a referral.</p> <p>Bonny Wilbur: 978-318-3034 bwilbur@concordma.gov</p>
The Society of St Vincent De Paul	<p>St Vincent De Paul provides emergency short term assistance for rent, heat, electric, food, appliance, automobile, clothing, medical and dental bills and insurance for those who are in immediate crisis. Call The Holy Family Parish Office for an SVDP representative. Open to all Concord Residents.</p> <p>978-369-7442</p>

Food Assistance

HOTLINES

Food Source Hotline:
800-645-8333;
TTY 800-377-1292
projectbread.org

Mass 2-1-1:
Offers aid with child care, workforce training, physical & mental health difficulties, housing & rental information, food and more. Dial 211

Food Assistance

Acton Food Pantry of Boxborough
(participates in Gluten Free Program)

At the Acton Food Pantry, food and clothing is available to eligible individuals and families. Registration indicating residency in Acton or a bordering town is needed. Bring a driver's license, utility bill or lease with your address to provide proof of residency. To qualify for the Gluten Free Program, an additional signed letter from a physician or dietician explaining your medical need for gluten free food is necessary. Registration and distribution hours are 10:00 AM to 7:00 PM every Wednesday. The pantry is closed the 4th week of the month.

978-635-9295

Building #1, Lower Level in the Boxborough Office Park at 235 Summer Road, Boxborough, MA
www.actoncommunitysupper.org

Bedford Community Table/Pantry

Bedford Community Table offers dinners on Thursdays during the school year. The pantry is open from 4:30-6, with dinners at 5 on Thursdays. Application establishing need must be completed to receive assistance.

781-275-7355

12 Mudge Way, Bedford, MA 01730
www.bedfordfoodpantry.org

Concord Public Schools Food Services (Free and reduced meals information)

Concord Public Schools offer free and reduced breakfasts and lunches for qualifying families. Only one application is needed per household. You may apply at any time throughout the school year. For instructions on applications see:

<http://www.concordpublicschools.net/food-and-nutrition-services/free-and-reduced-application/>

978-202-1165

mbarker@concordps.org
<http://www.concordpublicschools.net/food-and-nutrition-services/>

Food Assistance

East End House (participates in Gluten Free Program)	Community members, with no specific residency restrictions, are welcome to the East End House twice monthly. Bring I.D. and a form of income verification such as a paystub, Medicare or Mass Health card, DTA/EBT card, a referral, benefit statement, or any other document indicating income on your first visit. To qualify for the Gluten Free Program, a signed letter from a physician or dietician explaining your need for gluten free food is necessary. The pantry is open Tuesday 12-2pm and Friday 10am-12:30pm. 617-876-4444 105 Spring Street, Cambridge, MA 02141 www.eastendhouse.org/programs-and-services/emergency-food-program
Family Table (Kosher)	New England's largest Kosher food pantry. 781-647-JFCS (5327) JF&CS Headquarters: 1430 Main Street, Waltham, MA www.jfcsboston.org
Food for Families	Food for Families offers Gaining Ground Farm's freshly harvested organic vegetables to eligible families, weekly, from July to September. Contact: Bonny Wilbur—Community Services Coordinator —978-318-3034 or the Council on Aging if over 60—at 978-318-3020—for a referral.
Lex Eat Together	Lex Eat Together offers a weekly dinner every Wednesday evening from 5:15 to 6:30 in the heart of Lexington for anyone in need of a nutritious meal or companionship. The Church of Our Redeemer: 6 Meriam Street, Lexington, MA 02420 http://www.lexeattogether.org/

Food Assistance

Mt. Calvary Community Supper	<p>A non-profit organization in Acton serves a free weekly meal in a friendly and welcoming environment to alleviate hunger and social isolation. All are welcome.</p> <p>Meals are served from 5:00-6:00 PM in the Fellowship Hall at Mt. Calvary, 472 Massachusetts Avenue, Acton, MA.</p> <p>http://www.mtcalvaryacton.org/communitysupper</p>
Open Table	<p>Open Table offers community suppers and food pantry services in Concord, Sudbury and Maynard. No application required. Refer to Open Table's contact info or contact Bonny Wilbur at 978-318-3034 for times or locations.</p> <p><i>Open Table Voicemail</i> 978-369-2275 <i>Snail Mail</i> Open Table, P.O. Box 42, Concord, MA 01742 info@opentable.org www.opentable.org</p>
Project Bread	<p>Project Bread provides information on finding food sources, applying for SNAP benefits, applying for free and reduced lunches, and finding summer meals for kids under 18.</p> <p>www.projectbread.org Additionally, see Project Bread's two other websites: www.gettingsnap.org www.meals4kids.org</p>

Food Assistance

SNAP (Supplemental Nutrition Assistance Program—often referred to as Food Stamps)	<p>SNAP assists individuals and families with funds to purchase food. You can apply in person, online or by mail to this program. Project Bread (listed above) may have supplemental information beyond that listed on mass.gov/snap.</p> <p>866-950-FOOD (3663) www.mass.gov/snap</p> <p>Contact Bonny Wilbur for assistance 978-318-3034 bwilbur@concordma.gov</p>
Sudbury Community Food Pantry	<p>Sudbury Community Pantry has an “open shelf” pantry—meaning you select the food and household items that you want once monthly. A confidential registration is necessary before the first visit. Open from 11:30am-2:15pm on Tuesdays and Thursdays. Distribution begins at noon.</p> <p>978-443-4373; 978-443-3168 www.sudburyfoodpantry.org</p>
Table of Plenty in Chelmsford	<p>Table of Plenty has free weekly dinners on Tuesdays from 5-6. All are welcome—no questions asked.</p> <p>978-710-8EAT (8328) First Parish Unitarian Universalist Church: 2 Westford Street, Chelmsford, MA 0184 www.facebook.com/tableofplenty http://tableofplentyinchelmsford.org/</p>
WIC (Women, Infants, Children)	<p>WIC targets low-income pregnant, breastfeeding and non-breastfeeding postpartum women, as well as infants up to their 1st birthday and children up to their 5th birthday, providing supplemental nutritious food, nutrition education, and screening and referrals to other health, welfare and social services.</p> <p>800-942-1007 www.fns.usda.gov/wic/</p>

Health

HOTLINES (General)

****Call 911 in an immediate crisis situation****

AIDS Action Committee:
800-235-2331
www.aac.org

Boston Area Rape Crisis Center:
800-841-8371
www.barcc.org

Cancer Information Services:
800-4-CANCER
(800-422-6237)
www.cancer.gov

Consumer Health Helpline:
Answers questions on co-payments, health insurance rules, and other insurance questions.
800-272-4232

LBGTQ Helpline:
888-340-4528
www.fenwayhealth.org/site/PageServer?pagename=FCHC_srv_services_tollfree

Health

General Health

Boston Bikes

A Boston based organization providing bike safety information to cyclists and drivers, summaries of bike rights and laws, as well as a low cost helmet initiative. These helmets, typically costing \$8-12 each, can be purchased in locations around the Boston area, including Cambridge.

www.bostonbikes.org

Concord Health Department

The Health Division enforces State and local statutes and regulations relative to the protection of public health, the control of disease, the promotion of sanitary living conditions, and the protection of the environment from damage and pollution.

978-318-3275
<http://www.concordma.gov/616/Health>

Massachusetts Dental Society

The Massachusetts Dental Society provides a directory of dental centers that provide lower rates for patients without insurance.

<http://www.massdental.org/dentalcenters.aspx>

Eat Right

Information on nutrition, allergies, digestive health, eating disorders and more.

www.eatright.org

Emerson Hospital

A variety of support groups offered, covering topics such as addiction, cancer, post-partum, celiac, and sleep disorders, as well as Health and Wellness classes, speakers, financial information, and volunteer options.

978-369-1400 ; TTY 800-439-0183
www.emersonhospital.org

Health

HOTLINES (general)

****Call 911 in an immediate crisis situation****

Lead Poisoning:
800-424-LEAD (5323)
800-532-9571

Mass 2-1-1:
Offers aid with child care, workforce training, physical & mental health difficulties, housing & rental information, food and more. Dial 211

Poison Control:
800-222-1222;
800-682-9211
www.poison.org

Make Smoking History

Information on tobacco smoking and quitting from the MA Department of Public Health.

800-QUIT-NOW (784-8669)
www.makesmokinghistory.org

Massachusetts Injury Prevention Program

Information on a broad range of injury prevention including emergency care, falls, bikes, suicide prevention, poison intervention and water safety.

www.mass.gov/dph/injury

Medication Disposal

This drug collection unit is for safe and free disposal of expired or unwanted medications in efforts to prevent abuse and environmental harm through improper disposal. It can be used 24 hours a day and is found at the Concord Police Station at 219 Walden Street in Concord. Police Station Business Line: 978-318-3400.

Concord also conducts twice yearly a Drop Off Swap Off event where resident can dispose of unwanted medication and sharps, as well as bring home sharps collection containers for disposal. Contact Public Works for more information at 978-318-3206.

<http://www.concordnet.org/412/DropOff-SwapOff-Days>

Melanoma Foundation of New England

Information about the disease itself, as well as prevention, care and support.

www.mfne.org

Health

Planned Parenthood	<p>Information on and aid with sexual health, birth control, STDs, sexual orientation, women’s health, abortion, emergency contraception, body image, men’s sexual health and more.</p> <p>800-258-4448; 800-230-PLAN (7526) www.plannedparenthood.org</p>
Sharp Disposal	<p>24-hour free kiosk at the Concord Police Station to safely dispose of medical syringes, sharps, and lancets.</p> <p>219 Walden Street, Concord, MA</p>
Support Groups	<p>The Concord area has a wealth of support groups available for a full variety of needs. Good places to start include Emerson Hospital (978-369-1400; https://www.emersonhospital.org/SupportServicesAndGroups/SupportGroups.aspx), Council on Aging (978-318-3020), First Connections (978-429-8284 x201; http://www.jri.org/firstconnections/), Eliot Community and Human Services (978-369-1113; www.eliotchs.org), William James College Interface (formerly Project Interface) (M-F, 9-5 Helpline: 888-244-6843; www.msppinterface.org), Massachusetts Veterans’ Services (www.mass.gov/veterans/health-and-well-being/supportgroups-researchstudies/supportgroups/military-family-support-groups.html) and feel free to contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034, for help finding specific groups that may benefit your individual needs.</p>
Tick information from the Town of Concord	<p>The Town website offers information on ticks and tick-borne illnesses, as well as reduced fee testing of ticks to determine if a tick carries pathogens.</p> <p>http://www.concordnet.org/717/Tick-borne-Diseases</p>

Health

WhoHelmets

Information on bicycle and motorcycle helmet safety, purchasing an appropriate helmet for adults and children, and helmet laws.

www.whohelmets.org

HOTLINES (Behavioral)

****Call 911 in an immediate crisis situation****

**Advocates Inc.
Hotline:**
800-640-5432

**Boston Area Rape
Crisis Center:**
800-841-8371
www.barcc.org

Call2Talk:
24/7 free confidential
mental health and
emotional support
call line for individuals
and families
508-532-CALL (2255)

**Eliot Community
Human Services:**
Psychiatric
emergency services.
800-988-1111
eliotchs.org

Mass 2-1-1:
Offers aid with child
care, workforce
training, physical &
mental health
difficulties, housing &
rental information,
food and more. Dial
211

**Mental Health Crisis
Hotline (Riverside):**
800-529-5077

Behavioral Health

Active Minds

Active Minds is a non-profit mental health advocacy group aimed at college students. They provide resources and also develop student-run support groups at colleges and universities.

<http://www.activeminds.org/index.php>

Advocates Inc.

Services for elders, families and individuals with mental health challenges, chemical dependency, developmental and intellectual disabilities, autism-spectrum disorders, brain injuries and other life challenges.

508-628-6300; 774-999-0606
www.advocatesinc.org

Alcoholics Anonymous

The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership.

617-426-9444
www.aaboston.org

Al-anon Family Groups of Massachusetts

Al-anon offers support to family and friends of alcoholics.

508-366-0556
www.ma-al-anon-alateen.org

American Association for Marriage and Family Therapy

AAMFT is a professional association of marriage and family therapists. They offer resources, including an online therapist locator that has educational and training requirements for each therapist posted.

703-838-9808
www.aamft.org

Health

Anxiety and Depression Association of America.

ADAA has information on Generalized Anxiety Disorder, Obsessive Compulsive Disorder, Panic Disorder and Agoraphobia, Posttraumatic Stress Disorder, Social Anxiety Disorder, specific phobias, depression, stress, suicide and related illnesses, as well as ways to find help to live a comfortable life.

www.adaa.org

Asperger's Association of New England (AANE)

The Asperger's Association of New England (AANE)'s mission is to foster awareness, respect, acceptance, and support for individuals with Asperger Syndrome and related conditions and their families. Their Information Line (617-393-3824) provides parents, adults with AS, teachers and professionals with information, support, resources and referrals. Additionally, they have three Family Grant Programs.

617-393-3824

www.aane.org

Clutterers Anonymous (for hoarding)

Clutterers Anonymous has weekly group meetings working to overcome hoarding issues together. Meetings at Calvary Church United Methodist.

Meeting Information Phone: 866-402-6685

300 Massachusetts Avenue, Arlington, MA 02474

<http://www.clutterersanonymous.org/>

Compassionate Friends

Compassionate Friends organizes a support group for families who have lost a child. Chapter in Concord meets at Trinity Episcopal Church.

781-444-1091

81 Elm Street, Concord, MA

www.compassionatefriends.org

Health

William James College Interface Referral Service (formerly Project Interface):

Assists in finding appropriate mental health services for children, families and adults.

888-244-6843;
617-332-3666 x 1411
msppinterface.org

National Hopeline Network:

800-442-HOPE (4673)

800-SUICIDE
(784-2433)

Español 800-SUICIDA
(800-784-2432)

877-YOUTHLINE (877-
968-8454)
*Teen to teen peer
counseling*

www.hopeline.com

Regional Advocates, Inc. Psychiatric Emergency Services:

800-540-5806;
781-893-2003

MA Substance Abuse Helpline:

800-327-5050
[www.helpline-
online.com](http://www.helpline-online.com)

Depression Bipolar Support Alliance of Boston

DBSA-Boston is a resource for people with affective disorders and their families and friends. They offer support groups, events and trainings related to affective disorders.

617-855-2795
www.dbsaboston.org

Eliot Community Human Services

Eliot Community Human Services offers support for children, adolescents, adults, seniors and families for mental health, developmental disabilities, early intervention, counseling, substance abuse and youth programming, as well as homelessness support and services.

978-369-1113
Concord Location: 86 Baker Street Extension, Suite 100, Concord, MA
www.eliotchs.org

Families for Depression Awareness

Families for Depression Awareness offers Mental Health Care Consultation Service for families struggling with depression or bipolar disorder. Families meet with an experienced counselor for assessment, guidance, coaching, and referrals so they can find the mental health care they need.

781-890-0220
info@familyaware.org
<http://familyaware.org/>

Federation for Children With Special Needs

FCSN offers support for parents navigating special education programs (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and other programs.

800-331-0688
www.fcsn.org

Health

Samaritans, Inc.:

Free and confidential
suicide prevention
hotline.

877-870-4673

samaritanshope.org

Suicide Prevention Hotline:

800-273-TALK (8255);

TTY 800-799-4889;

Español 888-628-9454

www.suicidepreventionlifeline.org

Grow A Strong Family, Inc.

Grow A Strong Family provides customized family life education services to families who have loved ones with mental illnesses.

781-405-8376

www.GrowAStrongFamily.org

Jeff's Place

Jeff's Place facilitates healthy integration of loss for children, teens, and their families by helping them feel connected with each other and less alone in their grief journey.

508-879-2800

34 Deloss Street, Framingham, MA 01702

<http://jeffsplacemetrowest.org/>

The Hoarding of Animals Research Consortium

The Hoarding of Animals Research Consortium has a variety of information on topics including information on intervention, animal welfare, and public health all surrounding issues of animal hoarding.

capp@tufts.edu

vet.tufts.edu/hoarding/

Learn2Cope

Learn2Cope is a support organization that offers education, resources, peer support and hope for parents and family members coping with a loved one addicted to opioids or other drugs.

www.learn2cope.org

Massachusetts Commission for Suicide Prevention

MCSP works with government agencies, such as the Department of Public Health and Department of Mental Health, as well as in partnership with community based agencies and individuals to reduce the incidence of suicide and self-harm. They host meetings and trainings and have other related resources.

For information on the MetroWest Coalition, contact Eileen Davis at 508-370-4857.

www.masspreventssuicide.org

Health

MassHousing Hoarding Resources	<p>Provides information on hoarding, including what hoarding is, ways to approach it, and a resource guide to take steps to improve a hoarding situation.</p> <p>www.masshousingrental.com/portal/server.pt?open=512&objID=330&&PageID=13463&mode=2</p>
Medication Disposal	<p>This drug collection unit is for safe and free disposal of expired or unwanted medications in efforts to prevent abuse and environmental harm through improper disposal. It can be used 24 hours a day and is found at the Concord Police Station at 219 Walden Street in Concord.</p>
Minute Man Arc	<p>Minute Man Arc offers support for people of all ages with developmental and intellectual disabilities including activities, school vacation recreation, adult afterwork, residential services, employment services and more.</p> <p>978-287-7900 www.minutemanarc.org</p>
Multi-Service Eating Disorders Association (MEDA)	<p>MEDA helps to connect patients with assessments, support groups for the patient and family, skill sessions, and treatment programs needed to help an individual combat their eating disorder.</p> <p>www.medainc.org</p>
National Alliance on Mental Illness (NAMI) Central Middlesex Affiliate	<p>NAMI provides free mental health family-based education, family and peer support and grassroots advocacy, as well as an array of mental health related information including treatment options and information on Social Security Disability for mental health.</p> <p><i>Helpline:</i> 781-982-3318 www.nami.org/MSTemplate.cfm?Site=NAMI_Central_Middlesex www.namimass.org www.nami.org</p>

Health

North Shore Center for Hoarding and Cluttering	<p>Provides individual and group therapy sessions.</p> <p>978-750-4540</p> <p>http://nselder.org/north-shore-center-for-hoarding-decluttering/</p>
Partnership for Drug-Free Kids	<p>Organization provides online resources for parents concerned about their children and drugs.</p> <p>855-DRUGFREE (378-4373)</p> <p>http://www.drugfree.org/</p>
Postpartum Support International of Massachusetts	<p>Postpartum Support International of Massachusetts is a volunteer organization of providers, survivors, and other concerned individuals dedicated to the mission of PSI International: to promote awareness, prevention and treatment of mental health issues related to childbearing in every country worldwide.</p> <p>866-472-1897</p> <p>http://www.postpartumma.org/</p>
SMOC Behavioral Health Services	<p>SMOC Behavior Healthcare provides substance abuse and mental health outpatient services to individuals, children and families. In addition, SBH provides substance abuse residential services to individuals including pregnant and post-partum women.</p> <p>508-879-2250; 508-872-4853</p> <p>www.smoc.org</p>
Social Work Therapy Referral Service	<p>The Social Work Therapy Referral Service is a free, confidential telephone referral service and therapist finder in Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements.</p> <p>1-800-242-9794; 617-720-2828</p> <p>www.therapymatcher.org</p>

Health

Support Groups at Emerson

A variety of support groups are offered at Emerson Hospital, covering topics such as addiction rehabilitation, cancer, post-partum, celiac disease, and sleep disorders.

978-369-1400

133 Old Road Nine Acre Corner, Concord, MA

www.emersonhospital.org

**William James College
Interface Referral
Service (formerly
Project Interface)**

William James College assists community members in Concord and Carlisle in finding mental health services for children, families, and adult by helping to match location and insurance requirements. Provides a wealth of information and local resources on a broad range of mental health related topics.

M-F, 9-5 Helpline: 888-244-6843

www.msppinterface.org

Health Resources for the Low-Income and Uninsured

Community Health Connections

Locations in Fitchburg, Gardner, and Leominster with various contact information. Their services are offered at sliding scale prices and they have staff members who will help individuals find appropriate insurance plans. In-house pharmacies offer low cost prescriptions.

978-878-8100

www.chcfhc.org

Consumer Health Helpline

Questions on co-payments, health insurance rules, and other insurance questions.

800-272-4232

<https://www.hcfama.org/>

Edward M. Kennedy Community Health Center

The Edward M. Kennedy Community Health Center has locations in Worcester, Clinton, Framingham and Milford, offering medical care, dental care, behavior health and a low cost pharmacy, regardless of an individual's ability to pay. They have staff members who will help individuals find appropriate insurance plans.

800-853-2288

www.kennedychc.org

Charles River Community Health (formerly Joseph M. Smith Community Health Center)

The Charles River Community Health Centers offer both medical and dental care in Allston-Brighton and Waltham. You may be placed on a waiting list for care.

Allston-Brighton Location: 617-783-0500

Waltham Location: 781-693-3800

<http://www.charlesriverhealth.org/>

Lowell Community Health Center

Lowell Community Health Center provides services to adults and children regardless of their ability to pay.

978-937-9700

161 Jackson Street, Lowell, MA

www.lchealth.org

Health

Massachusetts Dental Society	<p>The link below provides a list of community health centers offering low cost dental care.</p> <p>www.massdental.org/dentalcenters.aspx?id=792</p>
Massachusetts Health Connector	<p>The Health Connector is a state-based health insurance marketplace that makes shopping for affordable health and dental coverage easier for Massachusetts individuals, families, and small businesses.</p> <p>877-MA-ENROLL (1-877-623-6765) www.mahealthconnector.org</p>
Massachusetts League of Community Health Centers	<p>The League serves as an information source on community-based health care and provides details about locations of various low cost health clinics.</p> <p>617-426-2225 http://www.massleague.org/</p>
Mass Health/Medicaid	<p>Health coverage for costs not paid by Medicare for those who meet income and other eligibility requirements. Call Mass Health for an application.</p> <p>800-841-2900 <i>Dental Customer Service:</i> 800-207-5019 http://www.mass.gov/eohhs/gov/departments/masshealth/ http://www.masshealth-dental.net/MemberServices/ContactUs.aspx</p>
MCPHS Pharmacy Outreach Program	<p>MCPHS provides information that may reduce the cost of your medication through resources such as state and federal assistance, pharmaceutical company programs and special generic drug pricing. The Pharmacy Outreach Program functions through both a hotline and a walk-in center located at 25 Foster Street, Worcester, MA.</p> <p><i>Hotline:</i> 866-633-1617 www.mcphs.edu</p>

Health

Medicare	<p>Health coverage for in-patient and out-patient care for those who are 65 and meet eligibility.</p> <p>800-MEDICARE (800-633-4227) www.medicare.gov</p>
MetroWest Free Medical Program	<p>Tuesday evenings Congregation Beth El hosts dozens of volunteers who offer free health care services to our neighbors in need.</p> <p>The MetroWest Free Medical Program's Sudbury location is open most Tuesdays from 6pm-8pm at 105 Hudson Street, Sudbury, MA</p> <p>508-656-0740 (<i>English</i>) 508-656-0741 (<i>Portuguese and Spanish</i>) www.metrowestfreemedicalprogram.org</p> <p>The MetroWest Free Medical Program's Framingham location provides Vision and Women's health care by appointment only at 110 Edgell Road, Framingham, MA</p> <p><i>Vision Appointments:</i> 508-656-0885 <i>Gynecology Appointments:</i> 508-656-0834</p>
One Care	<p>Starting in October 2013, MassHealth and Medicare will join together with health plans in Massachusetts to offer One Care: MassHealth plus Medicare. One Care is a new and easier option for people with disabilities to receive the full set of services provided by both MassHealth and Medicare. With One Care you have one plan, one card, and one person to coordinate your care. One Care may help you live healthier, stay more active, and be more independent – by simply bringing your care together.</p> <p>http://www.mass.gov/eohhs/consumer/insurance/one-care/</p>

Health

Vision USA

Vision USA has free eye exams for the low-income and uninsured whom have not had an eye exam within the past 24 months. A referral is necessary. Contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034 for more information.

www.aoafoundation.org

**Women's Help
Network: Dept. of
Public Health**

Referrals to local health center for free mammograms and cervical cancer tests.

877-414-4447

www.mass.gov/dph/whn

Home Furnishing, Computer & Phone Essentials

Home Furnishing, Computer & Phone Essentials

Craigslist

The Craigslist free section can be a valuable resource for a wide array of free items. Availability contingent on posts by community members. The Concord Police Department invites residents to use the police station parking lot or lobby as a safe space to complete online transactions.

boston.craigslist.org

Freecycle

Online source where free items are posted. Availability contingent on posts by community members.

www.freecycle.org

Household Goods Recycling of Massachusetts

HGRM has free household goods, including furniture, appliances and dishes. Located in Acton, it requires a referral from clergy, a social worker, or similar figure. Must have an appointment to pick up goods. Individuals can only use this resource once.

978-635-1710

530 Main Street, Acton, MA

www.hgrm.org

Internet Essentials (A Comcast Service)

Internet Essentials offers affordable internet and low priced computers to families with at least one child enrolled in the National School Lunch Program. Free training sessions on how to use the internet are available. Application results are usually issued within two weeks.

855-8-INTERNET (855-846-8376)

www.internetessentials.com

SafeLink & Lifeline

Government programs that provide free home or mobile telephone services. Enrollment in programs such as SNAP and Medicaid help to determine eligibility.

1-800-Safelink (723-3546)

www.safelinkwireless.com

Home Furnishing, Computer & Phone Essentials

Solutions At Work

Solutions at Work offers a variety of services including a lower cost moving service to low income individuals and families, and free computers for people transitioning out of homelessness and into the workforce. In addition, they provide interview-appropriate clothing and accessories to homeless and low-income people. Participants will receive three complete work outfits. Their services are by referral and appointment only. Contact Bonny Wilbur—Community Services Coordinator—for a referral at 978-318-3034.

617-576-0039

www.solutionsatwork.org

Housing & Lodging—Temporary or Permanent

HOTLINES

Safelink (Casa Myrna Vazquez):

Free and confidential hotline for domestic violence. Helps victims connect with shelters in their area, though an individual can still call the line for support other than lodging.

877-785-2020;
TTY 877-521-2601
casamyrna.org

Housing & Lodging—Temporary or Permanent

Bonny Wilbur— Community Services Coordinator

For additional temporary affordable lodging options, as well as for more in-depth information on the following, contact Bonny Wilbur—Community Services Coordinator. She assists families and individuals under the age of 60 in Concord and Carlisle with information and referrals such as financial assistance, domestic violence issues, fuel and food assistance, legal services, housing, camp and child care scholarships, holiday gift assistance, and finding disability and mental health services. All services are free and confidential. The Community Services Coordinator position is funded in part by a grant from The Concord Carlisle Community Chest and The Town of Concord, MA. *To maintain confidentiality, face to face meetings are by appointment only.* Please contact the Council on Aging, at 978-318-3020, if above 60.

978-318-3034
105 Everett Street, Concord, MA
bwilbur@concordma.gov
www.concordma.gov/community

Bridge Over Troubled Waters

Bridge Over Troubled Waters works to improve the lives of runaway, homeless, and high-risk youth through safe, supportive, and encouraging relationships and effective and innovative services that guide youth toward self-sufficiency. Services include counseling, emergency youth shelter, career development, runaway services, and more.

617-423-9575
www.bridgeotw.org

Caritas Communities

Caritas is the largest non-profit owner and manager of permanent veteran and single-room occupancy housing in Greater Boston.

781-843-1242
www.caritascommunities.org

Housing & Lodging—Temporary or Permanent

HOTLINES

Homeowner's HOPE™ Hotline:

Information on mortgages, financial planning, and foreclosure prevention.
888-995-HOPE (4673)
www.995hope.org

Mass 2-1-1:

Offers aid with child care, workforce training, physical & mental health difficulties, housing & rental information, food and more. Dial 211

Mortgage Payment Assistance:

800-750-8956

Pro Bono Foreclosure Assistance Hotline through

MassLegalHelp:
800-342-5297;
617-603-1700

Concord Housing Authority

The Housing Authority is involved in the development and administration of low and moderately priced housing for Concord residents. Applications for Section 8 Housing Vouchers, Emergency Housing and general low income housing can be found online.

978-369-8435
34 Everett St #1a, Concord, MA
www.concordha.org

Department of Housing and Community Development

The DHCD provides foreclosure, housing, shelter and fuel assistance information and resources.

617-573-1100
www.mass.gov/dhcd

Eliot Community Human Services – Homelessness and Outreach Services

Eliot Community Human Services has support for children, adolescents, adults, seniors and families for mental health, developmental disabilities, early intervention, counseling, substance abuse and youth programming, as well as homelessness support and services.

781-861-0890
www.eliotchs.org

Habitat for Humanity of Greater Lowell

At Habitat for Humanity, families pay mortgages and put in labor in exchange for affordable home ownership. Families must fall within certain income guidelines and must attend a meeting for a housing application. Information on meeting dates and housing availability can be found online.

978-692-0927
www.lowellhabitat.org

Harvard Square Homeless Shelter

The Harvard Square Homeless Shelter is a shelter run by Harvard students between November 1 and April 15. It offers beds, dinner and breakfast, laundry facilities, showers, and use of a computer.

617-547-2841; 888-285-4038
<http://www.hcs.harvard.edu/hshs/>

Housing & Lodging—Temporary or Permanent

Home Owners Preservation Foundation	<p>HPF guides consumers onto the path of sustainable homeownership, helping to improve their overall financial health. They provide financial education, pre-purchase counseling, homebuyer education, and confidential foreclosure prevention counseling.</p> <p>888-995-HOPE www.995hope.org</p>
Massachusetts Department of Transitional Assistance	<p>Homelessness and homelessness prevention programs for Mass Residents, including shelters, and short term financial support programs for low income families who are at risk of becoming homeless.</p> <p>617-348-8400; 877-382-2363 http://www.mass.gov/eohhs/gov/departments/dta/</p>
Massachusetts Housing Consumer Education Centers	<p>Mass Housing Consumer Education Centers provide information on a broad range of issues, addressing concerns of tenants, landlords, prospective buyers and homeowners. Examples of the wide range of topics covered include energy saving, laws and regulations, insurance information and homelessness.</p> <p>800-224-5124 www.masshousinginfo.org</p>
Middlesex Human Service Agency	<p>Bristol Lodge Shelters provide emergence shelter to 57 homeless men and women. Support Staff and case managers provide a safe environment, counseling, referrals, and other services.</p> <p>781-894-6110 50 Prospect Street, Suite 3, Waltham, MA 02453 http://www.mhsainc.org/</p>

Housing & Lodging—Temporary or Permanent

Our Father's House	Provides emergency and transitional sheltering. 978-345-2256; <i>Emergency/Transitional Shelter:</i> 978-345-3050 53 Lunenburg Street, Fitchburg, MA http://ofhshelter.com/Home_Page.html
Regional Housing Services Office	The Regional Housing Services Office provides the member communities of Acton, Bedford, Burlington, Concord, Lexington, Sudbury and Weston with affordable housing support and information. 978-287-1090 141 Keyes Road, Concord, MA 01742 http://www.rhsohousing.org/
Resources for Communities and People (RCAP) Solutions	RCAP works with eligible individuals and families in Massachusetts to provide a wide range of affordable housing, homelessness prevention, workforce development, and family unification and self-sufficiency services. 800-488-1969 www.rcapsolutions.org
South Middlesex Opportunity Council, Inc. (SMOC)	SMOC provides resources to low income individuals and families including fuel assistance, mental health services, child care and housing resources. Can help to connect individuals to shelters. 508-872-4853 www.smoc.org
Sudbury Housing Trust	The Sudbury Housing Trust provides resale and lottery services in Sudbury, Concord and area communities, to facilitate home ownership opportunities for qualified households in deed restricted units. Most units are on a first come – first serve basis to the first qualified eligible applicant with a completed application. 978-639-3387 https://sudbury.ma.us/HousingTrust/

Housing & Lodging—Temporary or Permanent

**Wayside Youth and
Family Support
Network**

ShortStop program provides housing and transitional care to homeless young adults, aged 18-22. They offer vocational and education support services for young people transitioning to adulthood. Referrals to ShortStop are initiated by schools, shelters, and from young adults themselves.

617-766-3377

116 & 118 North Street, Somerville, MA 02144

<http://www.waysideyouth.org/OurServices/WaysideYoungAdultServices/ShortStopTransitionalHousing.aspx>

Youth on Fire

Youth on Fire offers a safe and confidential space for homeless, runaway, and street involved youth ages 14-24 offering showers, free laundry, internet access, free HIV/STD/Hepatitis C testing, drug treatment/education, overdose prevention and other services.

617-661-2508

1555 Massachusetts Avenue, Cambridge, MA

<http://www.aac.org/about/our-work/youth-on-fire.html>

Job Search

Job Search

The Career Place

The Career Place has personal and professional development workshops for job-seekers (free for those within certain income guidelines), job postings, fairs, interviews, services for youth and more.

888-273-WORK (9675)
100 Trade Center, Suite G100, Woburn, MA
www.thecareerplace.org

Jobs Without Limits

Jobs Without Limits is designed specifically for job seekers with disabilities seeking to work and advance their careers in Massachusetts.

508-856-2774
<https://jobswithoutlimits.org/>

One Stop Career Center

One Stop Career has information on local career centers, wages, salaries, benefits, education, scholarships, resumes, interviews and job seeking. They administer the federal Adult and Dislocated Worker Program.

877-US2-JOBS (872-5627)
www.careeronestop.org
**For more information on the Adult and Dislocated Worker Program see:*
http://www.doleta.gov/programs/general_info.cfm

Solutions at Work

Solutions at Work offers a variety of services including a lower cost moving service to low income individuals and families, and free computers for people transitioning out of homelessness and into the workforce. In addition, they provide interview-appropriate clothing and accessories to homeless and low-income people. Participants will receive three complete work outfits. Their services are by referral and appointment only. Contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034 for a referral.

617-576-0039
www.solutionsatwork.org

Legal Services

Legal Services

**American Civil Liberties
Union of Massachusetts**

617-482-3170
info@aclum.org
www.aclum.org

**Boston Bar Association
Lawyer Referral Services**

The Boston Bar Association offers referrals to private attorneys, including a reduced fee panel.

617-742-0615
www.bostonbar.org

**Communities for Restorative
Justice (C4RJ)**

C4RJ is a community-police partnership that offers restorative justice to those affected by crime. Their 'circle' process is used as a way to include those affected by crime (victims, offenders, loved ones, supporters, community members, and law enforcement officials) in the decision-making process. They operate via police referrals and work to encourage offenders to make amends with those they have harmed.

978-318-3447
www.c4rj.com

Dial-A-Lawyer

On the first Wednesday of every month from 5:30-7:30 Dial-A-Lawyer provides free legal advice by telephone.

617-338-0610; 877-686-0711

Disability Law Center

The DLC is the Protection and Advocacy Agency for Massachusetts. DLC is responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. Provides information referrals, technical assistance and representation regarding legal rights and services for people with disabilities, including access to community services, special education, health care and disability benefits.

617-723-8455; 800-872-9992
www.dlc-ma.org

Legal Services

The Divorce Center	<p>The Divorce Center is a not-for-profit organization that provides divorce resources, education and support for people going through divorce or separation.</p> <p>Phone: 508-446-4134 http://thedivorcecenter.org/</p>
Federal Trade Commission Identity Theft Recovery Guide	<p>https://www.identitytheft.gov/</p>
Greater Boston Legal Services	<p>Greater Boston Legal Services provide legal help in non-criminal cases for low-income people. Requires screening for low income eligibility.</p> <p>617-371-1234 www.gbls.org</p>
Harvard Legal Aid Bureau	<p>The Harvard Legal Aid Bureau is a student run legal aid service with no charge for low-income individuals and with particular focus on housing, eviction, domestic/family, government benefits, disability and unemployment.</p> <p>617-495-4408 http://hlshlab.wpengine.com/</p>
Health Law Advocates, Inc.	<p>Health Law Advocates, Inc. is dedicated to health care access. They provide free legal assistance to hundreds of Massachusetts families each year.</p> <p>617-338-5241 www.healthlawadvocates.org</p>
Legal Advocacy and Resource Center	<p>The Legal Advocacy and Resource Center provides low income residents of Greater Boston free legal advice.</p> <p><i>Legal Hotlines:</i> 800-342-LAWS (5297); 617-603-1700 www.larcma.org</p>
Massachusetts Attorney General Fraud Protection Resources	<p>http://www.mass.gov/ago/public-safety/resources-for-victims/victims-of-consumer-fraud/consumers-resources.html</p>

Legal Services

**Massachusetts Attorney
General Landlord/Tenant
Rights Resources**

<http://www.mass.gov/ago/consumer-resources/consumer-information/home-and-housing/landlord-and-tenant-law/landlordtenant-guide.html>

**Massachusetts Bar
Association Lawyer Referral
Service**

Mass Bar Association has referrals to private attorneys, including a reduced fee panel who charge no more than \$75/hour.

866-MASSLRS (866-627-7577); 617-654-0400
<http://www.masslawhelp.com/>

**Massachusetts Legal Answers
Online**

Free service for low income Massachusetts residents who cannot afford a lawyer. Get free legal advice about non-criminal legal problems from volunteer lawyers.
www.masslao.org

**Massachusetts Legal
Resource Finder**

Massachusetts Legal Resource finder can help you find free civil legal aid, free self-help materials and legal information, court-based lawyer for the day programs, and lawyer referral services.

www.masslrf.org

**Massachusetts Senior Legal
Helpline**

The Mass Senior Legal Helpline offers free advice for elders age 60 and over.

866-778-0939

MetroWest Legal Services

MetroWest Legal Services provides free legal help for low income, elderly and disabled people in towns including Concord. Clients must be screened for eligibility. MetroWest Legal Services only handles cases regarding housing, domestic violence, government benefits, education and, for the elderly, MassHealth, Medicare, nursing home issues, defense of guardianship and other health care—not criminal cases. Contact their office to determine eligibility.

800-696-1501; 508-620-1830
63 Fountain Street, Suite 304, Framingham, MA
www.mwlegal.org

Transportation

Transportation

Council on Aging Van

The COA Van has door to door service, 5 days a week with appointment. You must be 60 or older, and able to board and depart the van independently (though driver will help carry bags) to use the service. There are scheduled grocery store runs.

978-318-3020

<http://www.concordma.gov/947/Transportation>

F.I.S.H. of Concord

F.I.S.H. provides free transportation through volunteer services regardless of age to medical appointments *within* Concord. Must call in advance. Monday-Friday.

978-369-2244

Good News Garage

The Good News Garage Donated Vehicle Program, in cooperation with the Massachusetts Rehabilitation Commission (MRC), provides refurbished donated vehicles to people with disabilities in Massachusetts who otherwise could not afford to purchase their own. Cars will be used to transport the client to employment. Qualified applicants are clients of MRC and must have a written Individual Plan for Employment.

877-400-6065

www.goodnewsgarage.org

Local Delivery Services

Contact Bonny Wilbur, Community Services Coordinator, for advice on local fee-based grocery, pharmaceutical, and laundry delivery services.

978-318-3034

bwilbur@concordma.gov

www.concordma.gov/community

Transportation

Massachusetts Bay Transportation Authority (MBTA)

The MBTA operates train, bus and subway transit through Boston and Greater Boston Area. The Commuter Rail train stops in Concord Center (90 Thoreau Street) and West Concord (20 Commonwealth Ave). The West Concord location is handicap accessible.

Bus service to Alewife Station is available Monday-Saturday at 96-476 Hanscom Drive, Hanscom Air Force Base, MA 01731, USA

617-222-3200; TTY 617-222-5146
<http://www.mbt.com/>

MassHealth

MassHealth will reimburse non-emergency transportation costs, or provide transportation for individuals covered by MassHealth Standard or CommonHealth who would not otherwise be able to get to appointments.

<http://www.mass.gov/eohhs/gov/departments/masshealth/>

More Than Wheels

More Than Wheels helps families find fuel efficient, affordable vehicles and low interest loans to pay for those cars. To qualify for More Than Wheels you must be able to afford a car payment of \$250-\$300 monthly along with insurance, gas and car maintenance prices. More Than Wheels will help individuals find room in their budgets, requires a financial education course, and works with individuals to build or repair their credit profile. Will help individuals with disabilities purchase adapted vehicles for their own use. Has a temporary program for transportation to work before attaining a permanent More Than Wheels vehicle. There is also a \$25 fee for each month you are in the program, helping to cover the cost of financial education and credit repair coaching. Upon completing the program, there is an \$895 car services fee that partially covers the car selection services and loan application support provided by More Than Wheels. This fee can be financed into the automobile loan.

866-455-2522
www.morethanwheels.org

Transportation

R.E.M Services, LLC

R.E.M Services, LLC is a non-emergency medical transportation provider that utilizes several forms of service to assist our mobility impaired and wheelchair-bound clients for their many needs.

617-876-0444

4C Yankee Division, Bedford, MA

<http://remservices.weebly.com/>

Road to Recovery Van

The Road to Recovery Van provides transportation through volunteer services for cancer patients *only*, to and from treatment. Parental presence needed for minors.

800-227-2345

www.cancer.org/treatment/supportprogramsservices/app/resource-detail.aspx?resourceId=120936

The RIDE

The RIDE is an MBTA door-to-door service available 365 days a year to those who cannot use fixed-route transit due to physical, cognitive or mental disability. An application with a physician's signature is necessary. Fares are \$3.15 each way when booked 1-14 days in advance.

800-533-6282; 617-222-5123; TTY 617-222-5415

http://www.mbta.com/fares_and_passes/ride/

Yankee Line

Yankee Line provides commuter bus services for the residents of Acton and Concord into Boston. The bus departs from Crosby's Supermarket on Sudbury Road in Concord and goes to Copley Square in Boston.

800-942-8890; 617-268-8890

<http://www.yankeeline.us/acton-concord-commuters.html>

Youth and Families

Youth and Families

HOTLINES

**Advocates Inc.
Psychiatric Emergency
Services Hotline:**

781-893-2003;
800-640-5432

Child-at-Risk Hotline:

To report abuse or
neglect of children.
800-792-5200

**Child Care Aware
Referral Hotline:**

800-424-2246

**MA Child Support
Enforcement:**

800-332-2733

Mass 2-1-1:

Offers aid with child care,
workforce training,
physical & mental health
difficulties, housing &
rental information, food
and more. Dial 211

**William James College
Interface Referral
Service (formerly
Project Interface):**

Assists in finding
appropriate mental
health services.

888-244-6843;
617-332-3666 ext. 1411
msppinterface.org

**Bonny Wilbur—
Community Services
Coordinator**

The Community Services Coordinator assists families and individuals under the age of 60 in Concord and Carlisle with information and referrals such as financial assistance, domestic violence issues, fuel and food assistance, legal services, housing, camp and child care scholarships, holiday gift assistance and finding disability and mental health services. All services are free and confidential. The Community Services Coordinator position is funded in part by a grant from The Concord Carlisle Community Chest and The Town of Concord, MA. *To maintain confidentiality, face to face meetings are by appointment only.* Please contact the Council on Aging, at 978-318-3020, if above 60.

978-318-3034

105 Everett Street, Concord, MA

bwilbur@concordma.gov

www.concordma.gov/community

**Jennifer Clarke—Youth
Services Coordinator**

The Youth Services Coordinator connects young people and families to resources and programs that support and nurture youth social, emotional and developmental needs.

978-318-3043

105 Everett Street, Concord, MA

jclarke@concordma.gov

www.concordma.gov/youth

www.facebook.com/ConcordCarlisleYouthServices

**National Runaway
Safeline:**

800-RUNAWAY
(800-786-2929)
<http://www.1800runaway.org/>

Parental Stress Line:

Free and confidential
child abuse prevention.
800-632-8188
www.parentshelpingparents.org

**Post-Partum
Depression Hotline:**

800-PPD-MOMS
(800-773-6667)
<http://www.1800ppd moms.org/>

**Dick Krug—Veterans’
Services Officer**

The Veteran’s Services Officer provides services designed to improve the quality of life for every veteran in the town by providing aid with attaining VA federal benefits, rehabilitation, employment and training services, military records, tax exemptions, annuities, burials as well as care and decoration of veterans’ graves. Additionally, the Veteran’s Services Officer helps to navigate finding financial assistance to qualified veterans and their dependents, in accordance with State and Federal regulations.

978-318-3038
105 Everett Street, Concord MA
<http://www.concordma.gov/830/Veterans-Services>

2Volunteer

A community based organization collaborating with CCHS to help students engage in community service and to make community service opportunities readily available to the town.

www.2volunteeronline.org

Advocates for Youth

Advocates for Youth offers extensive information on youth sexual health, including guides on starting parent-child Sex Ed conversations.

www.advocatesforyouth.org

Advocates Inc.

Advocates Inc. has services for elders, families and individuals with mental health challenges, chemical dependency, developmental and intellectual disabilities, autism-spectrum disorders, brain injuries and other life challenges.

508-628-6300
<http://www.advocates.org/>

**Al-anon Family Groups
of Massachusetts**

Al-anon offers support to family and friends of alcoholics.

508-366-0556
www.ma-al-anon-alateen.org

Boston Bikes

A Boston based organization providing bike safety information to cyclists and drivers, summaries of bike rights and laws, as well as a low cost helmet initiative. These helmets, typically costing \$8-12 each, can be purchased in locations around the Boston area, including Cambridge.

www.bostonbikes.org

Boys and Girls Club of Assabet Valley

Because of outside funding, the Boys and Girls Club offers a variety of programs including school programs, camps, girls empowerment, field trips, CIT programs, high school age to child mentoring, school vacation and summer programs, that are typically lower in cost than similar programs. The club membership fee was \$40 for 2015-2016.

978-461-2871

212 Great Road, Maynard, MA

www.bgcav.org

Boy Scouts of Concord

Boy Scouts organizes trips and programs for boys based on Scouting ideals.

www.troop132.com

Bridge Over Troubled Waters

Bridge Over Troubled Waters works to improve the lives of runaway, homeless, and high-risk youth through safe, supportive, and encouraging relationships and effective and innovative services that guide them toward self-sufficiency. Services include counseling, emergency youth shelter, career development, runaway services, and more.

617-423-9575

www.bridgeotw.org

Center for Parents and Teachers, Inc.	Supporting the positive development of children and families through parenting education workshops, early education teacher trainings, and curriculum lending library. 978-202-1143 www.centerforparentsandteachers.org
Child Support Enforcement	The Massachusetts agency related to information and assistance with child support orders. 800-332-2733; 617-660-1234 www.mass.gov/cse
Community Services/School Resources Police Officer	Det. Scott Camilleri: 978-318-3414
Concord Area Preschool Association (CAPA)	CAPA is made up of childcare centers in Concord and several neighboring towns. Through CAPA, \$1500 scholarships are available with priority given to income eligible families with children in their last year of preschool before kindergarten. Contact Anita Stevanazzi-Hill (ahill@concordma.gov or 978-318-3045) for more information.
Concord Center for the Visual Arts	The Concord Center for the Visual Arts acts as a local art resource organizing local art classes, workshops and exhibitions. 978-369-2578 37 Lexington Road, Concord, MA www.concordart.org
Concord-Carlisle Adult and Community Education	Community Ed offers a broad range of classes available to Concord and Carlisle residents of all ages, from art to driver's education to language. www.ace.colonial.net
Concord-Carlisle High School Extracurricular Activity Information	Information on clubs and extracurricular activities available before and after school at CCHS. http://www.concordcarlisle.org/

Concord Middle School Extracurricular Activity Information	Information on clubs and extracurricular activities available before and after school at CMS. http://cms.concordps.org/
Concord-Carlisle Neighbors Club	The Concord-Carlisle Neighbors Club helps newcomers living in Concord or Carlisle for 7 years or fewer find social connections. \$30 membership fee and application required. https://ccneighbors.wildapricot.org/
Concord-Carlisle Scholarship Fund	CCSF awards scholarships to students for undergraduate education who have completed secondary school and are current or past residents of Concord or Carlisle, or attended school in either town. Yearly reapplication is necessary, and funding may change over the course of four years. www.ccscholarshipfund.org
Concord-Carlisle Youth Football	617-538-1748 http://www.ccyouthfootball.com/site
Concord-Carlisle Youth Baseball/Softball	www.ccyb.org
Concord-Carlisle Youth Basketball	www.ccybasketball.org
Concord-Carlisle Youth Hockey	www.ccyh.org
Concord-Carlisle Youth Lacrosse	www.ccyouthlacrosse.com
Concord-Carlisle Youth Soccer	978-371-5522 www.ccysoccer.org

**The Concord
Conservatory of Music**

The Concord Conservatory of Music offers programs for children as young as six months, as well as for teens and adults. They have lessons, classes and ensembles, as well as concert and lecture series.

978-369-0010

www.concordconservatory.org

**Concord Family
Network**

The Concord Family Network is a volunteer-run group of local parents focusing on families with children ages 0-8. CFN hosts parties, organizes playgroups, book clubs, and other events. Information on local preschools, summer camps, libraries, playgrounds and other children's resources. Membership fee of about \$32.

www.concordfamilynetwork.org

**Concord Police
Department**

Aside from traditional duties, the Police Department executes programs including Child Seat Safety, Rape Aggression Defense, Women's Self-Defense, and Domestic Violence Victim Assistance Program.

Police Department Non-Emergency Line: 978-318-3400

219 Walden Street, Concord, MA

<http://www.concordma.gov/250/Police>

Concord Public Library

The Library offers programs and resources for young adults and children, has many textbooks available, information on school reading lists, research help from librarians, and many Boston area free museum passes.

Main Branch: 978- 318-3300
129 Main Street, Concord, MA

Fowler Branch: 978- 318-3350
1322 Main Street, Concord, MA

Children's Library Page:
www.concordlibrary.org/pages/child.html

Young Adult Library Page:
concordlibrary.org/pages/children/ya.resources.html

Concord Public Schools

Concord Integrated Preschool: 978-202-1105/1106;
Concord Carousel Preschool: 978-318-3045; *Alcott Elementary:* 978-318-9544; *Thoreau Elementary:* 978-318-1300; *Willard Elementary:* 978-318-1340; *Concord Middle School (Sanborn):* 978-318-1380; *Concord Middle School (Peabody):* 978-318-1360; *Concord-Carlisle High School:* 978-318-1400; *Minuteman Regional High School:* 781-861-6500

<http://www.concordps.org/>

Concord Recreation

(Hunt Recreation Center & Beede Swim & Fitness Center)

The Recreation Center offers swimming, fitness and lifeguarding classes, sports, summer camps, preschool, before and after school care programs, children's theater and music classes.

The Hunt Recreation Center: 978-287-1050; 90 Stow Street, Concord, MA

The Beede Swim & Fitness Center: 978-287-1000 ; 498 Walden Street, Concord, MA

<http://www.concordrec.com/>

Concord Youth Theatre	<p>CYT has acting classes and performance opportunities (by audition) for children and young adults. Performances held for the public regularly.</p> <p>978-371-1482</p> <p>www.concordyouththeatre.org</p>
Council on Aging	<p>The Concord Council on Aging works to improve and promote good quality of life for Concord residents over the age of 60 by helping them to maintain their dignity, self-esteem, and personal independence which allows them to remain full participants in the life of the community. The COA provides a wide variety of social and recreational events and activities with a monthly newsletter that details all of their offerings. They have outreach and social work services that include: crisis counseling, home visits, case management referrals, and bereavement and caregiver support groups. Van transportation is provided in town by appointment for a suggested donation of \$2. They operate a lending closet where seniors can borrow durable medical equipment free of charge.</p> <p>978-318-3020</p> <p>1276 Main Street, Concord, MA</p> <p>http://www.concordma.gov/916/Senior-ServicesCouncil-on-Aging</p>
Eliot Community Human Services	<p>Eliot Community Human Services offers support for children, adolescents, adults, seniors and families for mental health, developmental disabilities, early intervention, counseling, substance abuse and youth programming, as well as homelessness support and services.</p> <p>978-369-1113</p> <p><i>Concord Location:</i> 86 Baker Street Extension, Suite 100, Concord, MA</p> <p>www.eliotchs.org</p>

The Emerson Wellness Center for Mind and Body	<p>Emerson has classes available on a variety of topics including child/infant care and wellness, exercise, diet, mental health, self-defense and more.</p> <p>978-287-3777 http://www.emersonwellness.org/</p>
Emerson Umbrella	<p>The Umbrella is an arts organization with studio space for more than 50 artists, galleries, a broad variety of studio and performing arts classes and opportunities, including summer camps. Tuition assistance offered for classes.</p> <p><i>For information on registering for classes call:</i> 978-371-0820 40 Stow Street, Concord, MA http://theumbrellaarts.org/</p>
English At Large	<p>English At Large has trained volunteers who provide free 1-to-1 English language tutoring and small group instruction to hundreds of adult learners in the Boston area, helping them improve their English language skills, adapt to American life, and participate in their communities.</p> <p>781-395-2374 800 West Cummings Park, Suite 5550, Woburn, MA www.englishatlarge.org</p>
Families for Depression Awareness	<p>Families for Depression Awareness helps families recognize and cope with depression and bipolar disorder to get people well and prevent suicides.</p> <p>781-890-0220 http://www.familyaware.org</p>
Family Ties	<p>Family Ties is a network to support families and professionals helping children with disabilities. Also has a directory of intervention services.</p> <p>800-905-TIES (8437) www.massfamilyties.org</p>

**Federation for Children
With Special Needs**

FCSN offers support for parents navigating special education (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and other programs.

617-236-7210; 800-331-0688

www.fcsn.org

First Connections

First Connections is a family support organization providing services to infants and young children. See the First Connections resource guide for detailed information on counseling, mental health services, developmental assessment and treatment services, childhood education and care, enrichment activities, prenatal and postpartum resources, pediatric medical care, family focused low income resources, and information for military, divorced, gay and lesbian, and young families. Focused on ages 0-8 though certain services may be applicable for a larger range of ages.

Resource Guide:

<http://www.jri.org/services/behavioral-health-and-trauma-services/community-based-behavioral-health-services/first-connections/publications>

978-429-8284

<http://www.firstconnections.org/>

**Girl Scouts of Concord-
Carlisle**

The Girl Scouts facilitate a range of activities for girls grades K-12, from community service to camping. All girls are welcome. Financial aid is available.

www.ccgirlscouts.org

**Grow A Strong Family,
Inc.**

Grow A Strong Family, Inc. provides customized family life education services to families who have loved ones with mental illnesses.

781-405-8376

www.GrowAStrongFamily.org

Massachusetts Head Start Association Programs	Childcare and preschool programs for eligible low income families. 508-561-7965 www.massheadstart.org
Instrumental Musical School of Carlisle and Concord	Music lessons are available for children and young adults regardless of skill level at The Instrumental Musical School. 978-341-2490 ext. 7124 https://ace.colonial.net/imscc/
Kid's Health	Kid's Health has information on sexuality, puberty, disease control and prevention, school, drugs & alcohol, and mental health for teens and young people. http://kidshealth.org/
Massachusetts 2-1-1	Free and confidential hotline for program offering aid with child care, workforce retraining, physical and mental health difficulties, housing and rental information, food and other direct assistance. Dial 2-1-1 www.mass211help.org
Massachusetts Injury Prevention Program	Information on a broad range of injury prevention including emergency care, falls, bikes, suicide prevention, poison intervention and water safety. www.mass.gov/dph/injury
Minute Man Arc	Minute Man Arc offers support for people of all ages with developmental and intellectual disabilities including activities, school vacation recreation, adult after work, residential services, employment services and more. 978-287-7900 www.minutemanarc.org

Minuteman Senior Services	<p>Minuteman Senior Services helps seniors and people with disabilities live in the setting of their choice by engaging community resources and supporting caregivers.</p> <p>781-272-7177 www.minutemansenior.org</p>
Minuteman Regional High School	<p>781-861-6500 www.minuteman.org</p>
Minuteman Regional High School Continuing/Community Education	<p>Minuteman Continuing Ed has both online and traditional in-person courses on a large range of topics, including business, creative arts, driver's ed, music, language and personal finance.</p> <p>www.ed2go.com/mmce</p>
William James College Interface Referral Service (formerly Project Interface)	<p>William James College assists community members in Concord and Carlisle in finding mental health services for children, families, and young adults through age 24, helping to match location and insurance requirements. Provides a wealth of information and local resources on a broad range of mental health related topics.</p> <p><i>M-F, 9-5 Helpline:</i> 888-244-6843 617-332-3666 ext.1411 www.msppinterface.org</p>
Parents Helping Parents	<p>Parents Helping Parents is a child abuse prevention network with support groups around Massachusetts and a 24 hour hotline.</p> <p>617-926-5008 www.parentshelpingparents.org</p>
Parent/Professional Advocacy League	<p>PPAL provides information, referrals, and support to parents of children with mental health needs.</p> <p>866-815-8122 www.ppal.net</p>

Partnership for Drug-Free Kids	<p>Organization provides online resources for parents concerned about their children and drugs.</p> <p>855-DRUGFREE (378-4373) http://www.drugfree.org/</p>
Planned Parenthood	<p>Planned Parenthood has information on and aid with sexual health, birth control, STDs, sexual orientation, women’s health, abortion, emergency contraception, body image, men’s sexual health and more.</p> <p>800-230-PLAN (7526) www.plannedparenthood.org</p>
Solutions at Work	<p>Solutions at Work offers a variety of services including a lower cost moving service to low income individuals and families, and free computers for people transitioning out of homelessness and into the workforce. In addition, they provide children’s and interview-appropriate clothing and accessories to homeless and low-income people. Participants will receive three complete work outfits. Their services are by referral and appointment only. Contact Bonny Wilbur—Community Services Coordinator—at 978-318-3034 for a referral.</p> <p>617-576-0039 www.solutionsatwork.org</p>
Wayside Youth and Family Support Network	<p>Founded in 1977, Wayside Youth & Family Support Network is a non-profit, nationally accredited human services agency dedicated to building Strength, Hope and Resiliency through its family-based outreach services, residential treatment programs, and community-based counseling services to thousands of children, youth and families throughout Eastern and Central Massachusetts.</p> <p>508-879-9800 www.waysideyouth.org</p>

Youth on Fire

Youth on Fire offers a safe and confidential space for homeless, runaway, and street involved youth ages 14-24 offering showers, free laundry, internet access, free HIV/STD/Hepatitis C testing, drug treatment/education, overdose prevention and other services.

617-661-2508

1555 Massachusetts Aveue, Cambridge, MA

<http://www.aac.org/about/our-work/youth-on-fire.html>

Rotary Club of Concord MA, Inc.

www.concordmarotary.org

We are neighbors, community leaders and global citizens uniting for the common good. Our projects focus on giving back to our community both here and beyond. Here are some of Rotary's activities:

Scholarships/Youth Programs

- Concord Middle School Awards
- Scholarships for college tuition
- Class Act Community Service Awards at CCHS
- High School Leadership Training Weekend
- CCHS Rotary Interact Club
- Sponsor "Reality Financial Fair" at CCHS
- Sponsor International Exchange Students

International

- Wells and latrines for Kenya
- Technology Center at Haiti Schools
- Bus for Special Needs, Haiti
- Sharing Foundation in Cambodia
- Polio Eradication – Afghanistan and Pakistan
- School for Girls in Afghanistan
- Cleft Palate Project Smile, Peru
- School for Hearing Impaired, India
- Clean Water Project, Nepal
- Gift of Life Open Heart Surgery
- Group Study Exchange – Philippines

Annual Events

- Hot Chocolate at Holiday Night in Concord
- Spring Pops to benefit Community and International Projects
- Slush Stand at Picnic in the Park
- Golf Tournament to benefit Scholarships
- Patriot's Day Parade

Local Completed Projects

- New holiday tree in Concord Center
- Helicopter Pad at Emerson Hospital
- Veterans' Memorial in Concord
- Skateboard Park at CCHS
- River Trail at Thoreau School
- Concord River Trail Map
- Rideout Field House Building
- Community Suppers
- Food/clothing collections
- Rejuvenation of Monument Square
- Community Clean-up Day
- Activities with Minuteman Arc
- Events for Bedford VA Hospital

The Concord-Carlisle Community Chest

The Concord-Carlisle Community Chest was founded in 1947 as an organization of neighbors helping neighbors. The founders were a group of local residents who had a strong belief that raising and distributing funds to help their neighbors in need was 'just the right thing to do.' And 67 years later, thanks to the generous support of individuals, organizations and corporations from the community, the Chest is able to continue that commitment.

The Community Chest, whose mission is "to strengthen our community, marshaling resources to help neighbors in need," continues to help neighbors in need," provides support through its Annual Campaign, 'When in Need' Fund, Scholarship Funds, Community Impact Fund and Cornerstone Fund.

You can reach the Chest at 978-369-5250 or info@cccommunitychest.org

Brought to you in part by:



**CONCORD-CARLISLE
COMMUNITY CHEST**

